

From: Gary Heine/=TMS/Toyota. Sent:2/7/2008 5:31 PM.
To: [-] Tom Steger/=TMS/Toyota@Toyota; Clayton Meyer/=TMS/Toyota@Toyota; Cole Stutz/=TMS/Toyota@Toyota; Andrew Curtin/=TMS/Toyota@Toyota; Mike Robinson/=Mobile/Toyota@Toyota; Jaime Angulo/=TMS/Toyota@Toyota; Craig Parker/=TMS/Toyota@Toyota; John Stover/=TMS/Toyota@Toyota; Tim Davis/=TMS/Toyota; Nobu Takeda/=TMS/Toyota@Toyota; Scott Stewart/=TMS/Toyota; Thomas Wenninghoff/=TMS/Toyota@Toyota.
Cc: [-]
Bcc: [-]
Subject: Fw: Toyota PQSS Executive Summary through February 2, 2008.

Regards,
Gary Heine
Quality Assurance Powertrain Manager
Toyota Customer Services Division
O- 310 468 2521
C- 310 977 0860
F- 310 381 7783
----- Forwarded by Gary Heine/TMS/Toyota on 02/07/2008 05:30 PM -----

"Colacurcio, Joe" <Joe.Colacurcio@nielsen.com>
02/07/2008 02:54 PM
To <greg_bryan@toyota.com>, <gordon_rush@toyota.com>
cc <Ray_Shinozaki@toyota.com>, <Randy_Wagner@toyota.com>, <Jeff_Northrup@toyota.com>, <craig_erickson@toyota.com>, <matt_allen@toyota.com>, <brian_lyons@toyota.com>, <Randy_Reida@toyota.com>, <Howard_Abrahams@toyota.com>, <Russell_Suzuki@toyota.com>, <Mike_Robinson@toyota.com>, <Gary_Heine@toyota.com>, <Bob_Nagai@toyota.com>, <Tom_Krembs@toyota.com>, <michael_jarboe@toyota.com>, "Enzweiler, Julie" <Julie.Enzweiler@nielsen.com>, "Hamm, Scott" <Scott.Hamm@nielsen.com>, "Stephenson, Bill" <Bill.Stephenson@nielsen.com>
Subject Toyota PQSS Executive Summary through February 2, 2008

Hello,

Attached please find the Toyota Quality Executive Summary report reflecting data from January 20, 2008 – February 2, 2008. The reporting site (<http://toyota.reports.buzzmetrics.com/main.asp>) has also been updated with the latest information. This report contains multiple High Priority quality issues. Below you will find an Executive Summary of what is contained in this bi-weekly report.

Toyota

4Runner Current Generation

- Driveline Clunk
- Anti-Lock Brake System Computer

4Runner Previous Generation

- Engine/Drivability Problems
- Starting Problem

Avalon Current Generation

- Interior Rattles
- Hesitation/Acceleration Problems

Camry Current Generation

- Excessive Vehicle Vibrations
- 4-cylinder Transmission Issues
- CD Player Becomes Inoperable

Camry Previous Generation

- Steering "Clunk"

Celica Most Recent Generation

- Transmission Problems

Corolla Current ('03-'08) Generation

- Error Code P0133
- Poor Fuel Economy

Highlander Current Generation

- Cold Start Engine Noise and Steering Pop

Prius Current Generation

- Battery Drainage
- No Start/Difficulty Starting
- Shifter Knob Stuck

Prius Previous Generation

- Difficulty Starting

RAV4 Current Generation

- Cruise Control Issue
- Steering Clunk
- Aftermarket NAV Interference

Sequoia Previous Generation

- Electrical Issues

Sienna Current Generation

- Sliding Door Issues
- Brakes Make Groaning Sound

Tacoma Current Generation

- Rear Suspension TSB

Tundra Current Generation

- Engine Noises/Drivetrain Problems
- Poor Paint Quality/Bumper Rust
- Bed Bounce
- Harmonic Vibration

Lexus

Lexus GS 430

- Inner Tire Wear

Lexus IS 250

- Dashboard Rattles

Lexus LS 460

- Excessive Wind Noise

Lexus RX 350

- Distorted Windshield

Scion

Scion xB Previous Generation

- Automatic Transmission Shifting Issue

Scion xD Current Generation

Rear Driver's Side Seatbelt in Wrong Place

Please feel free to contact us if you have any questions.

Thanks,

Joe Colacurcio
Automotive Industry Analyst
Nielsen Online

The Nielsen Company
50 West RiverCenter Blvd.
Third Floor
Covington, KY 41011

859.905.4936 voice
610.462.3048 mobile
joe.colacurcio@nielsen.com
www.nielsen-online.com